

TennCare Oversight Division Web Site Summary of Provider Complaints 2018

1st Quarter Total: 221

2nd Quarter Total: 302

YTD Total: 523

Amerigroup TN TennCare 1st Qtr Total – 69

Denial Reversed: 32

Denial Upheld: 27

Duplicate: 2

Ineligible: 1

Insufficient: 1

Paid: 3

Question Answered: 3

Amerigroup TN TennCare & PPL 1st Qtr Total – 1

Question Answered: 1

Amerigroup TN Medicare Advantage-&/or MA Special Needs Plan 1st Qtr Total – 4

Denial Reversed: 2

Denial Upheld: 2

Amerigroup TN TennCare 2nd Qtr Total – 106

Denial Reversed: 47

Denial Upheld: 42

Duplicate: 2

Ineligible: 4

Opened in Error: 1

Paid: 2

Question Answered: 3

Withdrawn: 5

Amerigroup TN Medicare Advantage &/or MA Special Needs Plan 2nd Qtr Totals – 10

Denial Reversed: 8

Denial Upheld: 2

Cigna 1st Qtr Total: 1

Referral to Consumer Insurance Services: 1

DentaQuest 1st Qtr Total – 0

Farm Bureau 2nd Qtr Total - 2

Referral to Consumer Insurance Services: 2

Humana Medicare Advantage SNP 1st Qtr Total – 1

Denial Reversed: 1

Manhattan Life: 1st Qtr & 2nd Qtr Total: 2
Referral to Consumer Insurance Services: 2

None Identified 1st Qtr Total: 1
Ineligible: 1

Public Partnerships LLC 2nd Qtr Total: 19
Denial Reversed: 5
Ineligible: 1
Paid: 7
Partial: 1
Processed as Enrollee Services Request: 3
Question Answered: 2

TennCare Bureau 1st & 2nd Qtr Totals: 2
Ineligible: 1
Resolved: 1

Tresix Insurance 2nd Qtr Total: 1
Referral to Consumer Insurance services: 1

UnitedHealthcare Plan of the River Valley TennCare 1st Qtr Total – 111
Denial Reversed: 36
Denial Upheld: 57
Duplicate: 2
Ineligible: 3
Paid: 1
Partial: 7
Question Answered: 3
Resolved: 2

UnitedHealthcare Plan of the River Valley TennCare 2nd Qtr Total – 117
Denial Reversed: 50
Denial Upheld: 47
Duplicate: 6
Ineligible: 1
Insufficient: 1
Partial: 6
Question Answered: 5
Resolved: 1

UnitedHealthcare Plan of the River Valley & TennCare 1st Qtr Total – 1
Question Answered: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage SNP 1st Qtr Total – 13

Denial Reversed: 5

Denial Upheld: 6

Partial: 1

Resolved: 1

UnitedHealthcare Plan of the River Valley Medicare Advantage & MA SNP 2nd Qtr Total – 16

Denial Reversed: 4

Denial Upheld: 9

Ineligible: 1

Partial: 2

Volunteer State Health Plan TennCare 1st Qtr Total – 15

Denial Reversed: 10

Denial Upheld: 2

Partial: 1

Question Answered: 1

Resolved: 1

Volunteer State Health Plan TennCare 2nd Qtr Total – 28

Denial Reversed: 18

Denial Upheld: 4

Insufficient: 1

Opened in Error: 1

Partial: 1

Question Answered: 3

Volunteer State Health Plan Medicare Advantage SNP 1st Qtr Total – 2

Denial Reversed: 2

BCBST Medicare Advantage 2nd Qtr Total: 1

Referral to Consumer Insurance Services: 1